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## Administering Cisco Contact Center Enterprise

DURATION: 4 DAYS

COURSE CODE: CCEA

FORMAT: LECTURE/LAB

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### COURSE DESCRIPTION

The Administering Cisco Contact Center Enterprise (CCEA) v1.0 course teaches you the contextual information around call flow between components in the Cisco® Unified Contact Center Enterprise (UCCE) solution including intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. You receive hands-on practice using administrative tools to perform routine adds, moves, and changes in an inbound contact center environment.

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### WHO SHOULD ATTEND

Account and project managers

Contact Center Enterprise (CCE) administrators

Deployment engineers

Technical sales

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### LEARNING OBJECTIVES

Navigate CCE configuration and scripting tools

Configure a dialed number, call type, and media routing domain

Build a basic Cisco Intelligent Contact Management (ICM) script

Configure agents and skill groups

Configure basic Interactive Voice Response (IVR) functionality

Implement attributes and precision queues

### PREREQUISITES

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of networking (Windows Active Directory, SQL) and components (servers, routers, switch) is helpful but not required
- Working knowledge of Unified Communications Manager and voice gateways
- Basic understanding of Cisco Unified Contact Center Enterprise architecture and operation

Recommended Cisco offerings that may help you meet these prerequisites:

- Understanding Cisco Contact Center Enterprise Foundations (CCEF)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)

Configure Ring-No-Answer (RONA) using CCE configuration tools

Configure and populate an agent team and primary supervisor

Improve agent efficiency through finesse enhancements

Build and test a basic Voice XML (VXML) application

Implement roles, departments, and business hours

Run Cisco Unified Intelligence Center (CUIC) reports using the Reporting tool

## COURSE OUTLINE

- 1. Cisco Unified Contact Center Review**
  - Contact Center Basics
  - Components and Architecture
- 2. Deploying Basic Call Settings**
  - Associate Basic Call Settings
  - Explore Media Routing Domains
- 3. Building a Basic Cisco Unified Contact Center Enterprise Script**
  - Introduce Script Editor
  - Use Script Editor Nodes
- 4. Configuring Basic Agent Functionality**
  - Introduce Agent Functionality
  - Configure Agent Desk Settings
- 5. Configuring Basic Call Treatment and Queuing**
  - Explore Media Server and Files
  - Introduce Microapps
- 6. Implementing Precision Routing**
  - Introduce Precision Routing Basics
  - Examine the Migration Path
- 7. Configuring RONA Support**
  - Introduce RONA Functionality
  - Identify RONA Timeout Considerations
- 8. Configuring Agent Teams and Supervisors**
  - Configuring Teams and Supervisors
  - Explore Agent Roles
- 9. Administering the Cisco Finesse Desktop**
  - Administering Cisco Finesse Desktop
  - Introduce Cisco Finesse Administration
- 10. Implementing Voice XML Applications**
  - Introduce VXML
  - Build a Basic Call Studio Project
- 11. Configuring Roles, Departments, and Business Hours**
  - Examine Post-Call Survey Functionality
  - Configure Post-Call Survey
- 12. Running Unified CC Enterprise Reports with Unified Intelligence Center (IC)**
  - Configure Unified CC Enterprise Administrators
  - Configure Departments

## LAB EXERCISES

1. Navigate CCE Discovery Architecture and Components
2. Explore ICM Configuration Tools
3. Administering ICM Dialed Numbers and Call Types
4. Prepare a Basic Label Script
5. Using ICM Tools for ICM Scripts
6. Configure ICM for Basic Agent and Skill Group Functionality
7. Configure UCM for Agent Functionality
8. Test Basic Skill Group Functionality in an ICM Script
9. Examine Media Files and Variables in ICM Scripts
10. Build Basic ICM Scripts with MicroApps
11. Configure and Implement Precision Routing
12. Configure RONA
13. Configure Agent Teams and Supervisors
14. Cisco Finesse Administration
15. Configure VXML Server and Install Call Studio
16. Create and Deploy a Call Studio Project
17. Integrate VXML Applications with a Unified CC Enterprise Script
18. Configuring Roles, Departments, and Business Hours
19. Run Unified IC Stock Reports